

Tre Hargett, Secretary of State

State of Tennessee



Division of Human Resources and Organizational Development
312 Rosa L. Parks Avenue, 7th Floor
Nashville, Tennessee 37243-1102

615-741-7411
sos.hr@tn.gov

Tennessee Relay Center TDD
1-800-848-0298/Voice 1-800-848-0299

JOB ANNOUNCEMENT

Business Services Officer 1 **Tennessee Department of State** **Division of Business Services**

Mission

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

Supervisor: Business Services Supervisor

Summary: An employee in this class may perform routine office/clerical duties which include filing, scanning, copying, faxing, answering telephones, and general computer work.

Duties/Responsibilities

- Provide exceptional customer service to our customers in-person, on the telephone, via mail, and email.
- Accurately and timely open, batch, scan, receipt, process, and mail documents which are submitted to the division in compliance with applicable statutes, rules, policies and procedures.
- Participate in cross training with other units in the division and provide staff coverage and production assistance in other units as needed.
- Perform other duties as assigned.

Minimum Qualifications

Education and Experience:

- Education equivalent to graduation from a standard high school.
- Experience equivalent to two (2) years of increasingly responsible full-time administrative work.
- A degree or course work from an accredited college, university or technical school may be

www.tn.gov/sos

substituted for the required experience on a year-for-year basis in the following fields: business, office management, business technology, accounting, management information systems, economics, actuarial science, statistics or related field.

Knowledge and Abilities:

- Knowledge of clerical office methods and procedures, standard business English, spelling and arithmetic.
- Ability to communicate information to the public in a professional manner both orally and in writing.
- Ability to operate a personal computer as well as other standard office equipment.
- Working knowledge of Microsoft Word, Microsoft Excel, and Microsoft Outlook.

Physical Requirements:

- Ability to handle boxes and equipment weighing a minimum of forty (40) pounds (dependent on assigned section).

Salary: \$2,625 per month plus State of Tennessee benefits package.

To apply, please email your letter of interest and resume to Division of Human Resources & Organizational Development, sos.hr@tn.gov. The position is open until filled.